# Compuprint 4247 Serial Matrix Printers

## Compuprint 4247 Model Z03 Printer: User's Guide

MAN10294.00.00

Before using this information and the product it supports, read the information in “Notices” on page 47.

**First edition (October 2011)**

This edition applies to the Compuprint 4247 Z03 printer and to all subsequent releases and modifications until otherwise indicated in new edition.

**Internet**

Visit our home page: http://www.compuprint.com

You can send comments by e-mail to : support@compuprint.com or by mail to:

Compuprint s.r.l.
Via Lombardore 282
10040 Leinì (Turin)
ITALY

# Contents


**Figures . . . . . v**

**Tables . . . . . vii**

**Safety and environmental notices . . . ix**

Safety notices . . . . . ix
Danger hazard level . . . . . ix
Caution hazard level. . . . . x
Attention notices . . . . . x
Safety precautions . . . . . x
Electrical safety . . . . . x
Approved power cord and receptacle . . . . . x
Electrical safety and portable power strip receptacles . . . . . xi
Connecting or disconnecting a communication port, a teleport, or an attachment connector . . . xi
Servicing during an electrical storm . . . . . xi

**Setting up the 4247 Model Z03 Printer. . 1**

Choosing a suitable location . . . . . 1
Performing a power-receptacle safety-check . . . . 1
4247 Model Z03 nominal AC input power requirements . . . . . 2
Unpacking the 4247 Model Z03 Printer . . . . . 3
Checking the carton contents . . . . . 4
Moving the printer to the final location . . . . . 5
Locating printer parts . . . . . 5
Removing the shipping locks . . . . . 6
Installing the Controller Board . . . . . 8
Handling the Controller Board . . . . . 8
Inserting the Controller Board . . . . . 9
Installing the operator panel overlay . . . . . 11
Installing the ribbon cartridge . . . . . 12
Replacing the Ribbon Cartridge. . . . . 15
Connecting the power cord . . . . . 16
Turning on the printer. . . . . 17
Changing the display language (from the default, English) . . . . . 18
Loading fanfold paper. . . . . 19
Printing the Quick Reference as a test page. . . . 23
Installing the optional second tractor . . . . . 23
Removing the optional second tractor . . . . 27
Printing a configuration sheet . . . . . 28
Attaching the 4247 Printer to your Computer . . . 28
Software Driver Selection. . . . . 29
Completing printer setup. . . . . 29
Cleaning the printer . . . . . 30
Cleaning inside of the printer . . . . . 30
Cleaning the outside covers . . . . . 30
Problem solving . . . . . 31
Using status code and problem listings . . . . 31
Status codes and recovery actions . . . . . 31
Problem list index . . . . . 36
Clearing Forms Jams . . . . . 43
Options. . . . . 45

**Notices . . . . . 47**

# Figures

1. Locating Printer Parts . . . . . 6

# Tables


1. Forms buckle, twist, jam, or tractor holes tear 37
2. Forms do not feed past printhead . . . . . 37
3. Forms do not stack correctly . . . . . 37
4. Characters off registration. . . . . 37
5. Unreadable characters . . . . . 38
6. Missing dots or irregular characters . . . . 38
7. Ribbon smudging forms . . . . . 38
8. Printing is too light or partial characters print 38
9. Ribbon snagging, tearing, or not moving 38
10. Line-to-line horizontal misregistration. . . . 39
11. Printer doesn't print or prints wrong characters 39
12. Printer has no power . . . . . 39
13. Throughput of printer at half speed . . . . 39

# Safety and environmental notices


Safety notices . . . . . ix
Danger hazard level . . . . . ix
Caution hazard level. . . . . x
Attention notices . . . . . x
Safety precautions . . . . . x
Electrical safety . . . . . x
Approved power cord and receptacle . . . . . x
Electrical safety and portable power strip receptacles . . . . . xi
Extension cords . . . . . xi
Portable power strip receptacles (temporary power taps) . . . . . xi
Connecting or disconnecting a communication port, a teleport, or an attachment connector . . . xi
Servicing during an electrical storm . . . . . xi


## Safety notices

There are two levels of safety notices: **Danger** and **Cautions**.

### Danger hazard level

The word **Danger** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

**DANGER** notices are numbered **<1-1>**, **<1-2>**, and so forth where they appear in the text of this manual.

Example of a **Danger** notice:

**DANGER**

**<1-10> Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.**

### Caution hazard level

The word **Caution** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

**CAUTION** notices are numbered **<2-1>**, **<2-2>**, and so forth where they appear in the text of this manual.

Example of a **Caution** notice:

**CAUTION:**
**<2-22> Carefully follow all cleaning instructions, using only the materials and solutions recommended.**

## Attention notices

The word **Attention** calls attention to the possibility of damage to a program, device, system, or data.

**Attention** notices are not numbered.

Examples of an **Attention** notices:

**Attention:** This is an ESD sensitive device.

## Safety precautions

### Electrical safety

This printer is inspected and listed by recognized national testing laboratories, such as Underwriters Laboratories, Inc. (UL) in the U.S.A. and Canadian Standards Association (CSA) in Canada. Listing of a product by a national testing laboratory indicates that the product is designed and manufactured in accordance with national requirements intended to minimize safety hazards. This equipment meets a very high standard of safety in design and manufacture. Remember, however, that this product operates under conditions of high electrical potentials and heat generation, both of which are functionally necessary.

Because the paper used in the printer can burn, you should take normal precautions to prevent fire. These precautions include common-sense measures, such as keeping potentially combustible materials (for example, curtains and chemicals) away from the printer, providing adequate ventilation and cooling, limiting unattended operation, and having trained personnel available and assigned to the printer.

### Approved power cord and receptacle

**DANGER**

**<1-11> Your country may require an approved power cord and plug. Ensure that you have the correct power cord and plug. Use this cord and plug only with an approved, correctly-installed power receptacle.**

## Electrical safety and portable power strip receptacles

### Extension cords

**DANGER**

**<1-1> Do not use an extension power-cord.**

The customer must supply the correct electrical outlet which must meet the requirements stated under “Approved power cord and receptacle” on page x.

### Portable power strip receptacles (temporary power taps)

Portable power strip receptacles (referred to as “temporary power taps” by the National Electrical Code) may be used if they are fully approved in the customer's geographic location. It is the customer's responsibility to supply a fully approved “temporary power tap”, if one is to be used.

## Connecting or disconnecting a communication port, a teleport, or an attachment connector

**DANGER**

**<1-14> Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.**

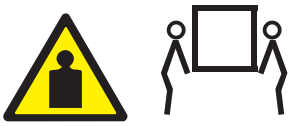
## Servicing during an electrical storm

**DANGER**

**<1-13> Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.**

# Setting up the 4247 Model Z03 Printer

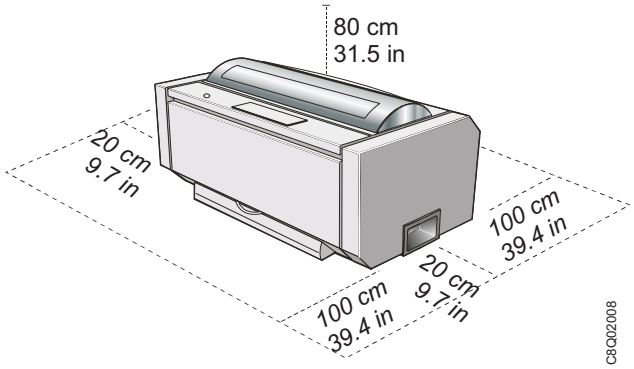
## Choosing a suitable location



**CAUTION:**
**<2-81> The 4247 Model Z03 printer has an optional printer pedestal. If the printer is installed on any other stand or surface, this stand or surface must support the printer weight of 33 kg (73 lb) and withstand the print action vibration.**

Consider the following:

- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- The distance between the printer and the host computer must not exceed the length of the interface cable.
- Your printer should not be exposed to direct sunlight, extreme heat, cold, dust or humidity (see "Printer Specifications" in the *4247 Model Z03 Printer: User's Guide*.
- Ensure that sufficient clearances exist on all sides for operation and servicing. The required space is shown in the following illustration.




## Performing a power-receptacle safety-check

**DANGER**

**<1-10> Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.**

For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

"Portable power strip receptacles (temporary power taps)" on page xi, conforming to all requirements, may be used.

A qualified electrician should perform all checks necessary to ensure safe operation. These should include the following checks and any other required by local regulations.

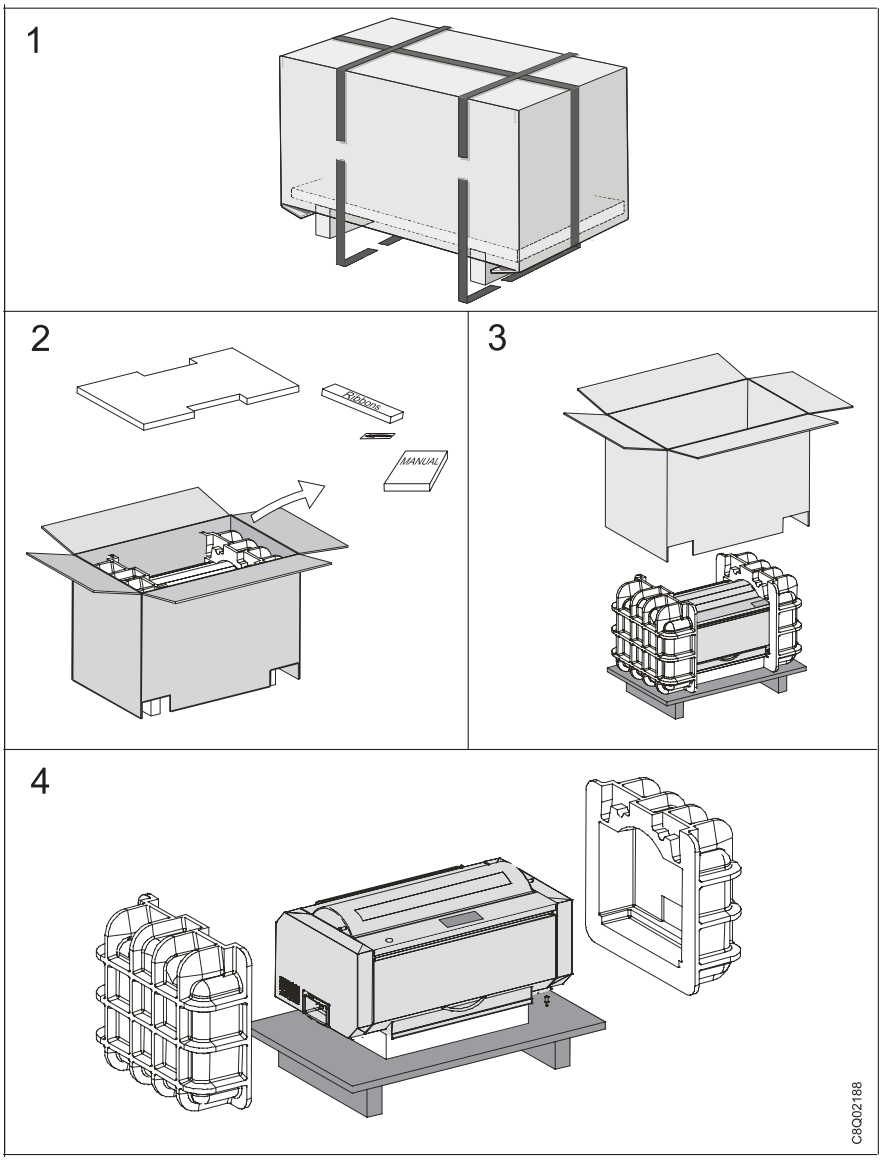
- Check the AC voltage at all associated power receptacles (see “4247 Model Z03 nominal AC input power requirements”).
- Check the AC impedance to ground at all associated power receptacles.

**Attention:** If the voltages are not within the correct operating range, allow correction before the equipment is plugged in and operated.

## 4247 Model Z03 nominal AC input power requirements

| Nominal Voltage | Voltage Range | Amps / Watts | Phase / Hz |
|---|---|---|---|
| 100–240 Vac | 90–264 Vac | 2.9–1.3 A | Single phase / 50–60 Hz |

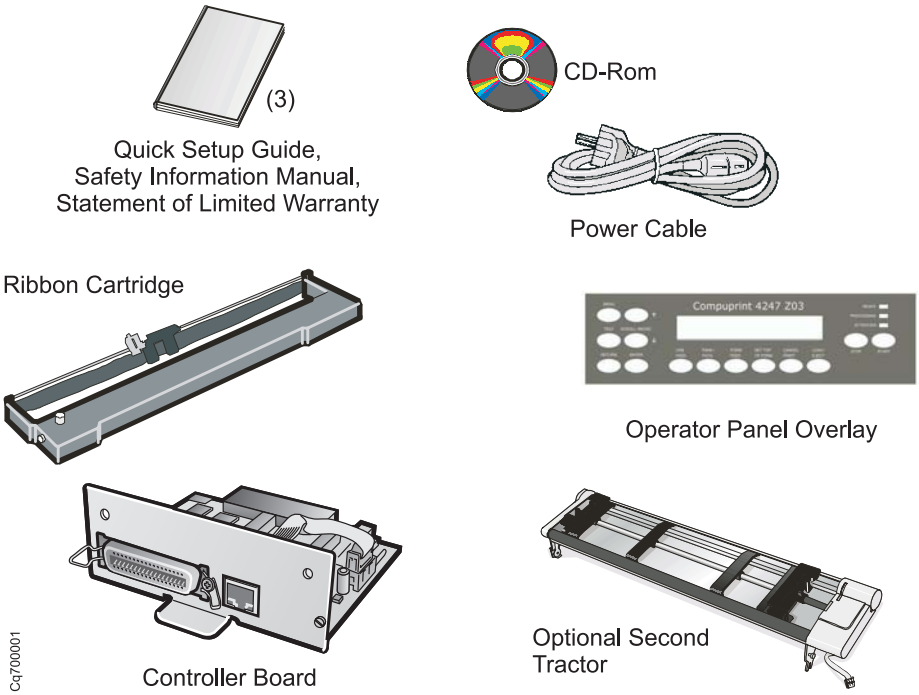
# Unpacking the 4247 Model Z03 Printer



## Checking the carton contents

Review the following list of contents as you unpack the shipping container. Contact your point of purchase if any items are missing.

- 4247 Model Z03 Printer
- *4247 Model Z03 Printer: Quick Setup Guide*.
- Power cord
- Printer documentation and CD
- Controller Board
- Ribbon cartridge
- Operator panel overlay
- Second tractor (optional)

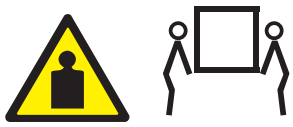


## Moving the printer to the final location

Do not plug in the printer power cord until instructed to do so.

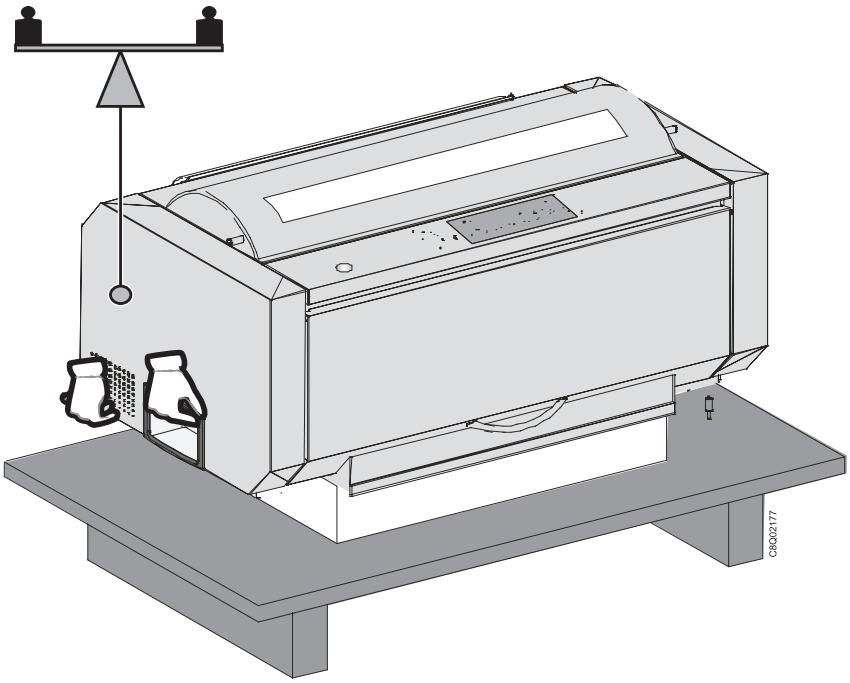
1. Remove the plastic covering.

   Keep the packing material in a safe place. It should be used if you need to repack the printer for shipment.



**CAUTION:**
**<2-82> The 4247 Model Z03 printer weighs 33 kg (73 lb). Two persons are required to lift it.**

**CAUTION:**
**<2-83> The lifting handles are located forward of the center of gravity. For good printer balance, each person should place one hand in a gray lifting handle and the other hand under the rear of the printer.**




2. Using two persons, safely move the printer to the selected location (see "Choosing a suitable location" on page 1).

## Locating printer parts

Refer to Figure 1 on page 6 to familiarize yourself with the printer.

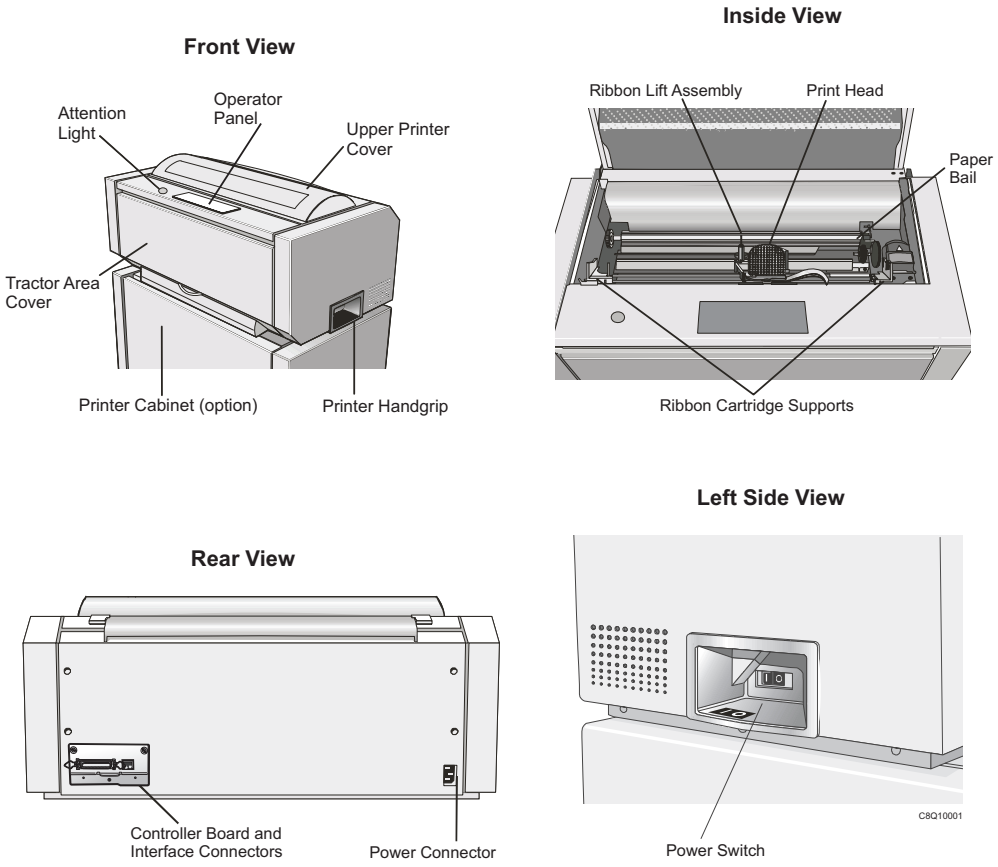
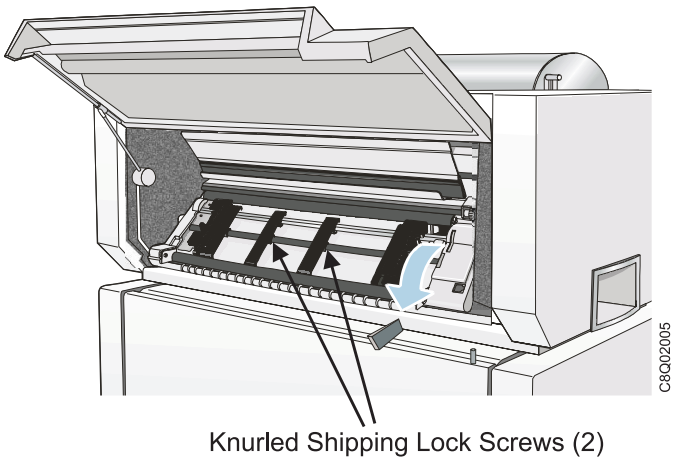


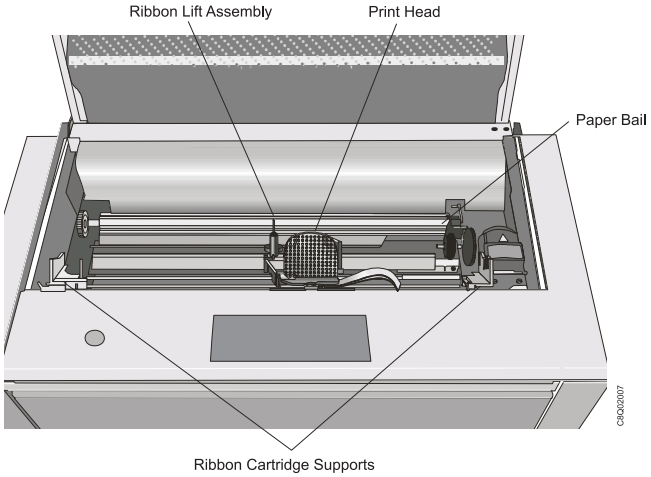

*Figure 1. Locating Printer Parts*

## Removing the shipping locks

1. Open the tractor area cover and make sure that you remove the shipping locks, including the two knurled lock screws which hold the tractor in place. Store the locks with the packing material.



2. Open the upper printer cover. If there is a wire tie around the printhead, remove it.



# Installing the Controller Board

The 4247 printer arrived with the Controller Board that you ordered.

You must install the Controller Board (received with the printer) into the proper slot in the back of the printer before it can be used.

## Handling the Controller Board

**Attention:** Do not remove the Controller Board from the protective package until instructed to do so. Static electricity, though harmless to you, can damage sensitive Controller Board components. Use the information in this section to avoid damaging a Controller Board.

- Limit your movement. Your movement can create static electricity that, when released to the Controller Board, can damage the electronic components on the Controller Board. Sliding your foot across carpeting is an example of how you create unwanted static electricity.
- Handle the Controller Board only by the edges and prevent others from making direct contact with it.
- Before removing the Controller Board from the protective package, ground the package to exposed metal at the back of the printer. This will release any static charge that may have developed on the package or on your body. Hold the package against the metal for at least two seconds.
- When you are instructed, remove the Controller Board and install it directly into the Controller Board slot without setting it down. If you have removed the Controller Board from the protective package and cannot immediately insert it in the printer, place the protective package on a flat surface, and set the Controller Board on top of the protective package.

## Inserting the Controller Board

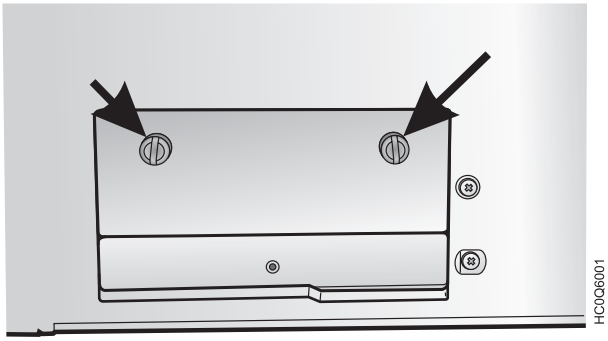
**Attention:** Ensure that the printer is powered off before installing or removing the Controller Board.

If the Controller Board is installed while the printer is powered on, the controller will not synchronize with the printer mechanism board. Unpredictable printer behavior will result.

Perform the following steps to install the Controller Board:

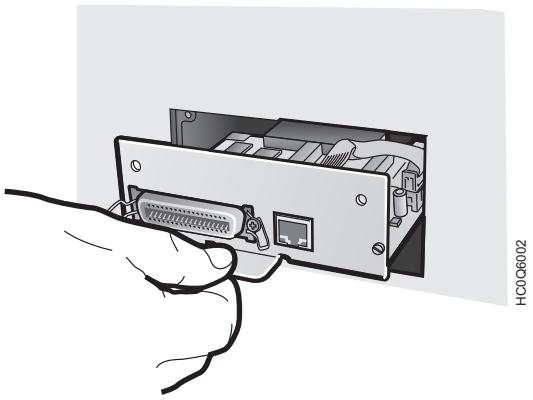
1. Ensure that the printer is powered off. Installing the Controller Board with the printer power on will result in unpredictable printer behavior.
2. Use the screwdriver that came in the Controller Board box to remove the metal plate on the back of the printer by unscrewing the two screws.

   **Note:** Save the two screws as you need them to attach the Controller Board to the back printer. Save the metal plate for reuse if the Controller Board is removed.

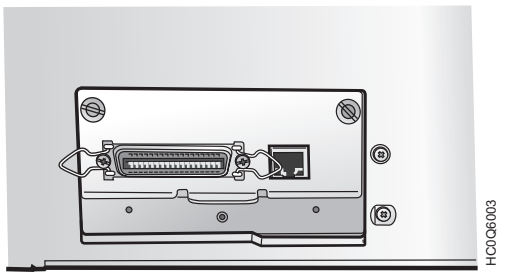



3. Use the information under "Handling the Controller Board" on page 8 as you remove the Controller Board from its shipping box and from the protective package.

4. Align the left and right sides of the Controller Board with the guides in the printer and slide it into the slot.




5. Gently push the Controller Board into the printer until it is seated in the connector inside the printer. The Controller Board is correctly seated in the printer when the Controller Board metal plate is aligned with the back profile of the slot.
6. Attach the Controller Board with the two captured screws using the screwdriver that came in the Controller Board box.



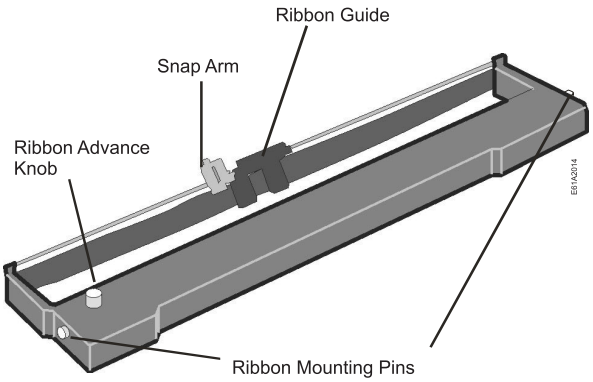
## Installing the operator panel overlay

1. Remove the protective film from the printer operator panel display.
2. Remove the paper backing from the back of the overlay.
3. Carefully align the overlay ensuring free movement of the operator panel keys.
4. Press the overlay in place starting at the bottom , and continue working upwards until the overlay is pressed into place.

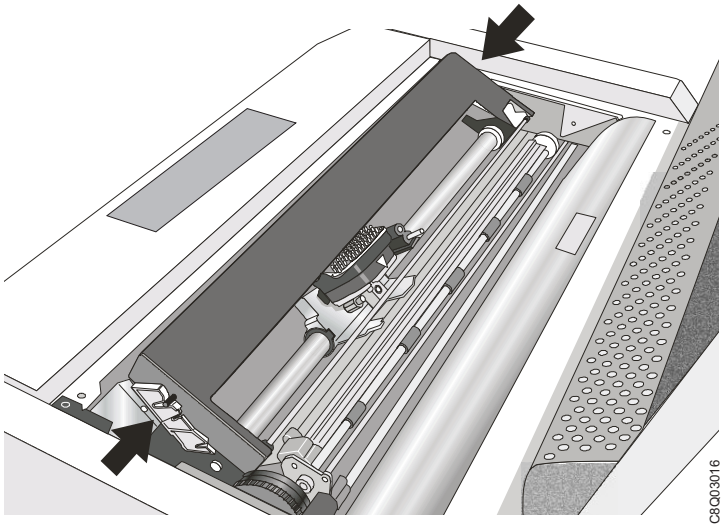
## Installing the ribbon cartridge

We recommend that you use an approved ribbon cartridge. To install the ribbon cartridge, follow these steps:

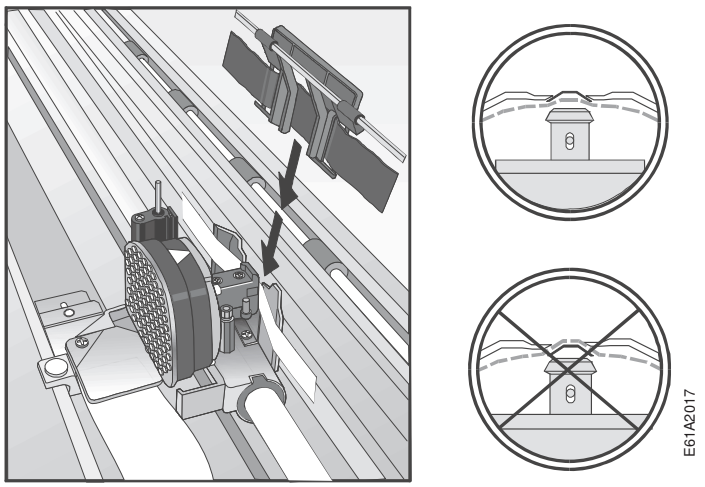
1. Remove the ribbon cartridge from the package. Locate the ribbon guide, snap arm, ribbon advance knob, and the ribbon mounting pins.
2. Turn the ribbon advance knob in the direction of the arrow to take up any slack in the ribbon. If the ribbon does not move, contact your place of ribbon purchase to replace the ribbon cartridge.



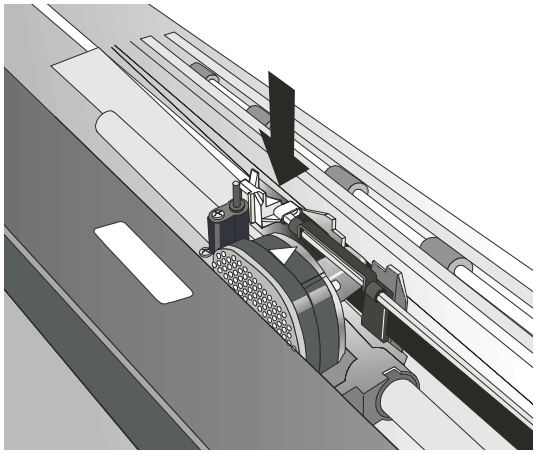

3. Open the upper printer cover using the handles on the front side of the cover.
4. Slide the print head to the center of the printer.
5. Align the cartridge pins with the locking grooves on the left and right cartridge supports.



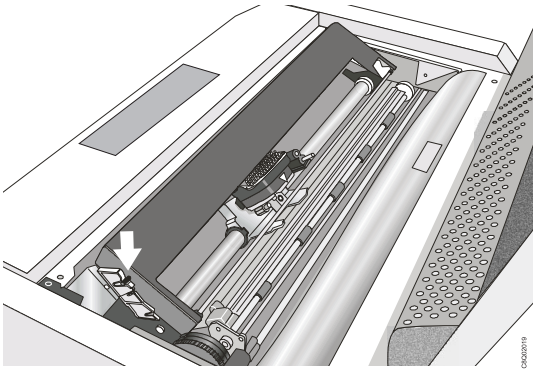
6. Position the ribbon guide over the printhead, holding it perpendicular to the print head.




7. Turn the ribbon advance knob to take up any slack in the ribbon.
8. Position the snap arm with the small lever up onto the ribbon lift assembly. Push the snap arm down onto the ribbon lift assembly until it snaps into place.



9. Align the ribbon mounting pins on the left and right side of the ribbon cartridge with the slots in the cartridge supports. Snap the ribbon cartridge down into place.



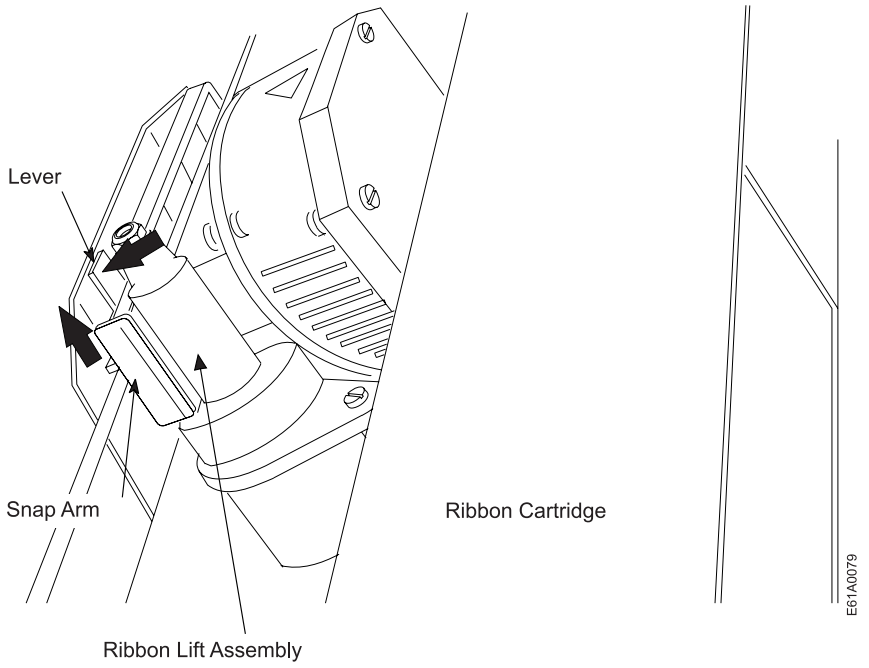
10. Turn the ribbon advance knob again in the direction of the arrow to take up any slack in the ribbon, as you slide the printhead back and forth to ensure that the ribbon guide runs freely along the ribbon.
11. If the ribbon is not running freely, or to ensure that you have installed the ribbon cartridge correctly, ensure that:
    a. The left and right ribbon mounting pins are securely snapped into the cartridge supports.
    b. There are no twists or folds in the ribbon.
    c. The ribbon is not catching on the printhead.
    d. The ribbon moves when you turn the ribbon advance knob in the direction of the arrow. If the ribbon does not move, replace the ribbon cartridge. Contact your place of ribbon cartridge purchase if you believe that the ribbon is faulty.
12. Close the upper printer cover.

## Replacing the Ribbon Cartridge

1. Make sure that the printer is turned off for at least 15 minutes.

**CAUTION:**
**The printhead may get hot during operation. Be careful when removing or replacing the ribbon.**

2. Open the top printer cover.
3. Slide the Printhead to the center of the printer.
4. Slide the Ribbon Guide out of the Printhead.
5. Free the Shifter Holder by pushing the tag towards the rear and pulling the Shifter Holder up.




Now, you are ready to install the new ribbon cartridge.

## Connecting the power cord

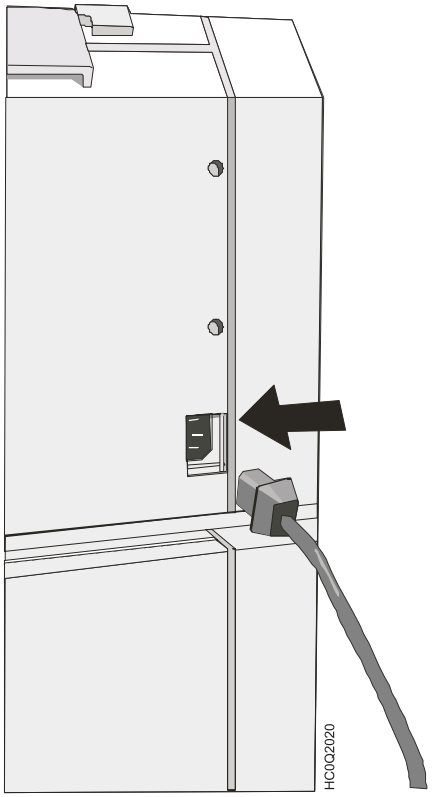
**Do not connect the power cord until the "Performing a power-receptacle safety-check" on page 1 has been successfully completed.**

**DANGER**

**<1-11> Your country may require an approved power cord and plug. Ensure that you have the correct power cord and plug. Use this cord and plug only with an approved, correctly-installed power receptacle.**

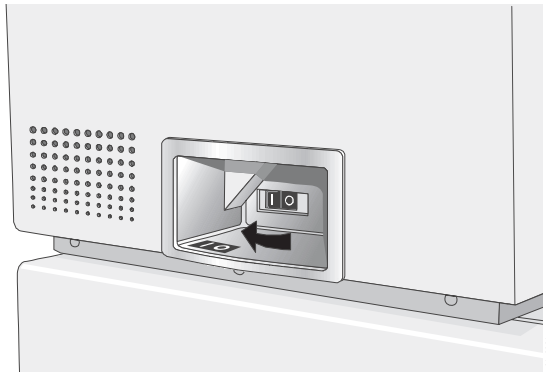
"Portable power strip receptacles (temporary power taps)" on page xi, conforming to all requirements, may be used.

Connect the power cord to the customer's outlet and to the printer.



## Turning on the printer

1. Turn on the printer.



2. Wait until the message **4247** appears, all segments (or character elements) of the LCD on the operator panel display are lighted, and **DIAGNOSTICS IN PROGRESS** appears, then is replaced by the **READY** message.

```
READY                <A>
XXXX     FRONT
```

   Where: XXXX indicates the attachment type.

**Attention:** If, for any reason, the Controller Board was not correctly installed in the printer, the printer will not work and the following audio/visual symptoms will occur:

- The buzzer sounds continuously
- The Operator Panel display is partially filled with solid black boxes
- The Operator Panel LEDs are all lit.

If this is the case, power off the printer, re-seat the Controller Board, and power the printer on again.

**Note:** If the printer displays an error message, see "Status codes and recovery actions" on page 31. Follow the instructions for the Status Code shown on the display panel.

## Changing the display language (from the default, English)

The printer is delivered with English as the default language. Follow this procedure to change the language in which messages and menu items will appear in the operator panel display.

1. Press **MENU** to enter configuration.
2. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the printer displays:

   ```
   CONFIGURATION MENU
   Display Language
   ```

3. Press **ENTER** to display the current value.
4. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the language you want is displayed.
5. Press **ENTER**. An asterisk (*) will be displayed in front of the selected value.
6. Press **RETURN** to return to the **Configuration Menu**.
7. Press **START**. The printer displays:

   ```
   PRESS ENTER TO SAVE
   Press Start To Not Save
   ```

8. Choose between one of these options:
   - If you want to use the selected display language as the printer default for this session only (the printer will use the existing defaults the next time it is powered on), press Start. The printer will exit the menu and display **READY**.
   - If you want to keep the selected display language as the printer default, press **ENTER**. The printer displays:

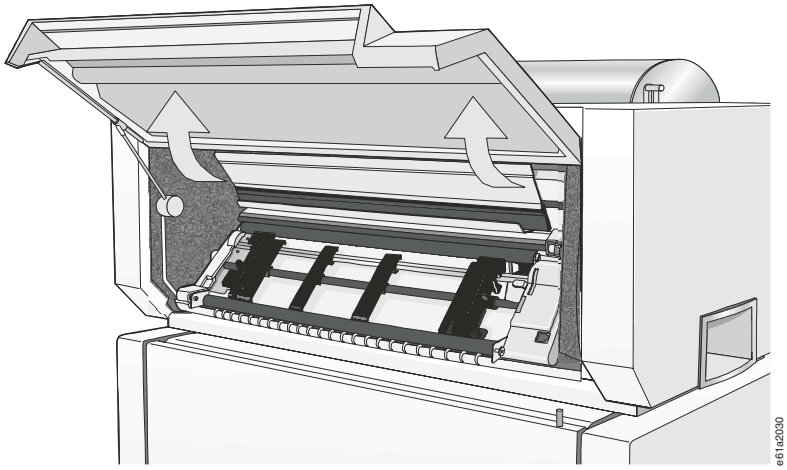
     ```
     SAVE CURRENT VALUES
     Custom Set A
     ```

9. Press **ENTER**.
10. Press **START** again. The printer will exit the menu and display **READY**.

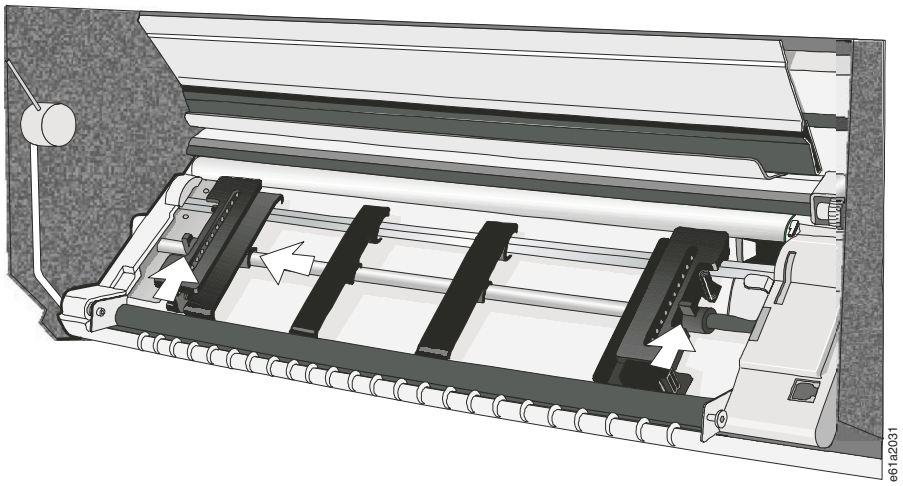
## Loading fanfold paper

Before starting this procedure, ensure you have single-part, continuous forms that are at least 210 mm (8.27 in.) wide. You need at least this size forms to create an offline printout, which will test printer operation.

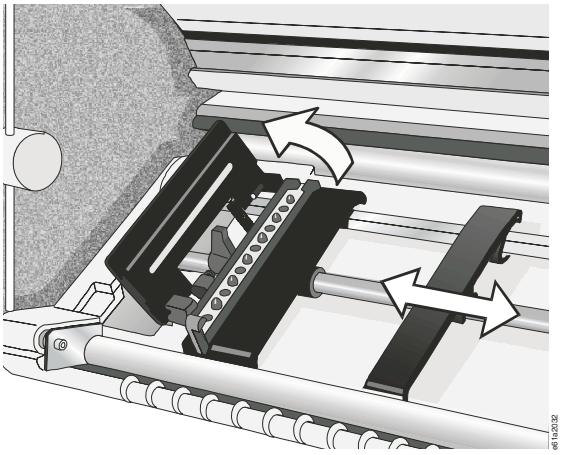
1. Open the tractor area cover.



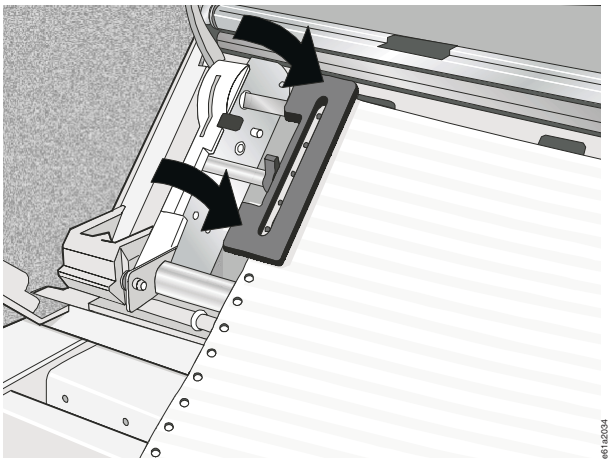

2. Unlock the tractors by moving the sprocket levers up. Slide the left tractor to the left.



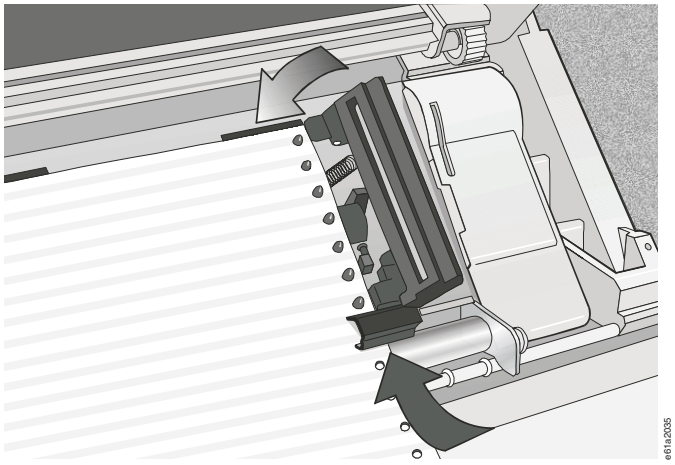
3. Space the paper guides along the tractor bar. Open the sprocket covers of the left and right tractors.



4. Put the left sprocket holes of the form over the left tractor pins. Close the left tractor sprocket cover.

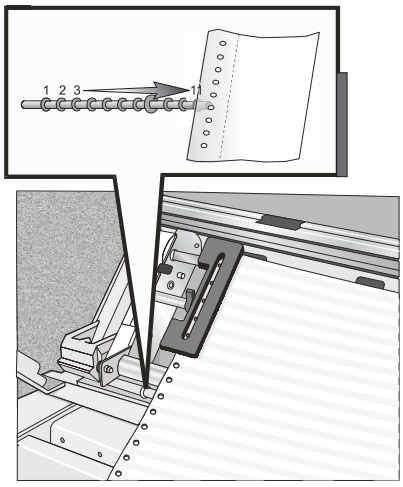


5. Move the right tractor until the right sprocket holes of the form fit on the right tractor pins. Ensure that the forms go under the forms jam sensor and that the forms are straight.




6. Close the right tractor sprocket cover.
7. To position the paper for the first column printing, move both tractors aligning the left edge of the form with the 11th spacer on the printer base.

   **Note:** Aligning the left-hand edge of the paper past the 22nd spacer on the printer cabinet will cause the paper to be misaligned with the Paper Load Sensor resulting in a '001 End of Forms' error.



8. Position the right tractor so that the pins on both tractors are centered in the pin holes on both edges of the form. The form should not be over tensioned, nor should there be slack. The form should lie flat and even between the two tractors.
9. While holding the left and the right tractors in place, lock both locking levers.
10. Close the tractor area cover.
11. Press **STOP** to make the printer **NOT READY**.
12. Press **LOAD/EJECT** to feed the forms.

## Printing the Quick Reference as a test page

The **Quick Reference** print test familiarizes you with the operator panel and configuration menu while providing a check for printer operation and print quality.

To perform the test:

1. Ensure that the printer is offline. If the printer is *Ready*, press **STOP** to make the printer *Not Ready*.
2. Press **TEST**.
3. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the printer displays:

```
OPERATOR PRINT TESTS
Quick Reference
```

4. Press **ENTER** or **START** to print this test.

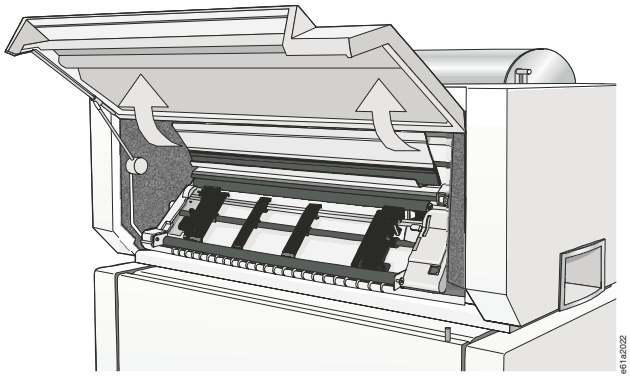
   The *Ready* indicator comes on and printing begins.

   Press **STOP** if you want stop the test before it completes printing.
5. Wait for the printer to stop printing and the *Ready* indicator to go off.
6. Press **FORM FEED** until you can remove the printout. The printout should be clear and readable.

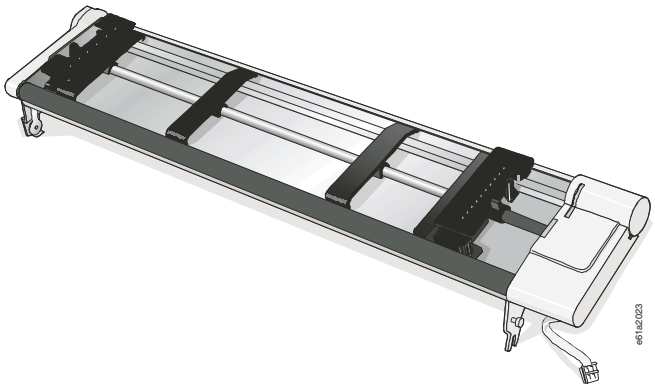
## Installing the optional second tractor

A second optional tractor is available for your printer. This tractor may be installed on the first (standard) front tractor.

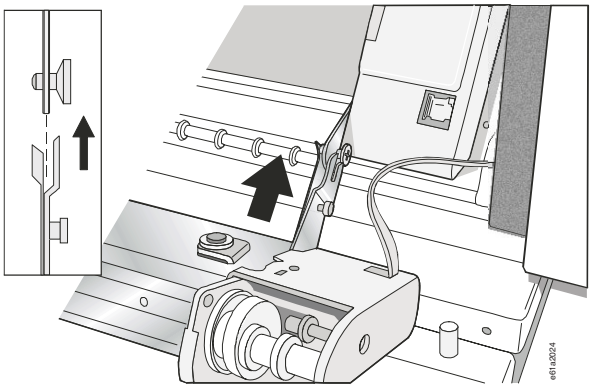
1. Open the tractor area cover.



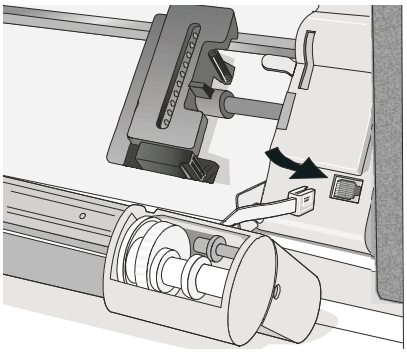
2. Unpack the second tractor.



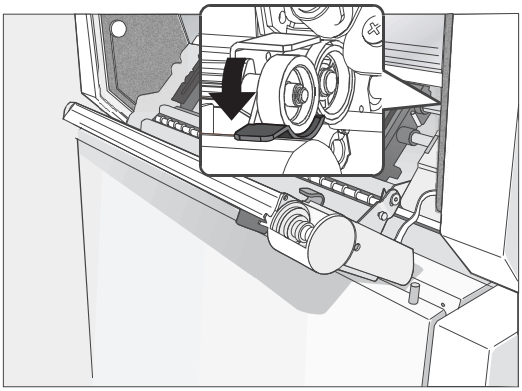

3. Align the hooks on both sides of the second tractor with the pins on the first tractor. Push the second tractor on the pins until it is fully engaged.



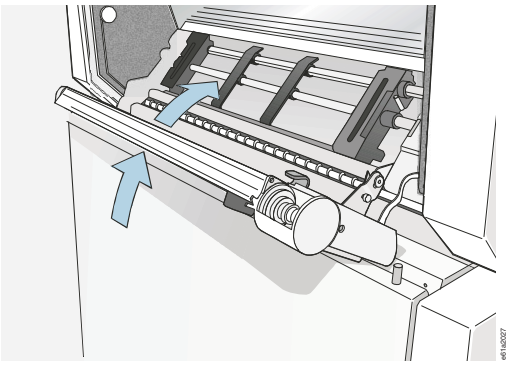
4. Connect the second tractor to the first.



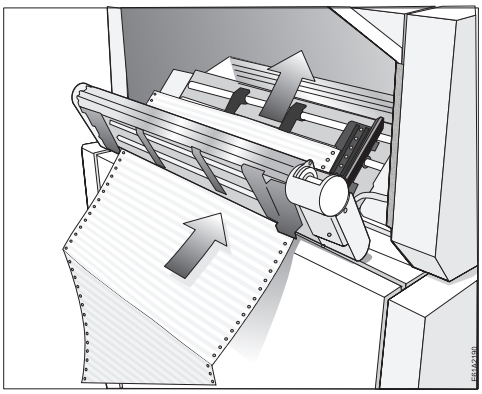
5. Rotate the tractor gear protection cover downwards to free the gear.



6. Rotate the second tractor into the closed operating position.



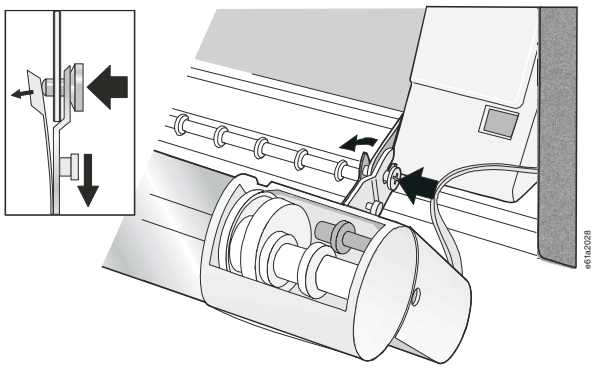
7. To load paper onto the first tractor when the second tractor is installed, rotate the second tractor out and insert paper between the two tractors. (See "Loading fanfold paper" on page 19 for paper loading procedures.)



## Removing the optional second tractor

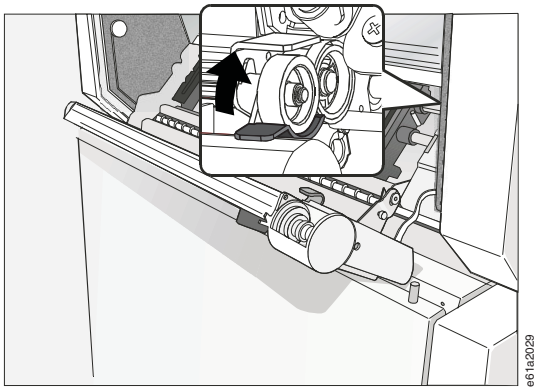
If you need to remove the second optional push tractor, turn the printer off.

1. Disconnect the connector cable and press on the push buttons on either side to disengage the tractor. Then pull the tractor off.



**CAUTION:**
**<2-53> If the second tractor unit is not installed, make sure the gear protector cover is closed. Do not touch inside the printer or insert any object into the gears.**

2. Close the tractor gear protection cover.



## Printing a configuration sheet

You have just completed a setup and checkout of the printer.

We recommend that you now print your printer configuration defaults. Save this printout for future reference. You can create a printout of the printer configuration by following these steps:

1. Ensure that the printer is OFFLINE. Press **STOP** to make the printer **NOT READY**.
2. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the printer displays:

```
OPERATOR PRINT TESTS
Print Custom Sets
```

3. Press **ENTER** or **START** to print this test. See "Print Custom Sets" in the *4247 Model Z03 Printer: User's Guide* for more information about this printout.
4. To exit **Operator Print Tests**, press **RETURN** to make the printer **NOT READY** or **CANCEL PRINT** to make the printer **READY**.

## Attaching the 4247 Printer to your Computer

This printer can be connected to your host computer with the interfaces available on the Controller Board you have found in the printer box and installed on the rear of the printer.

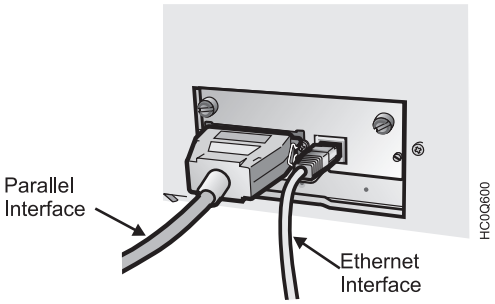
There are three types of Controller Boards:

1. Controller Board with a bidirectional IEEE1284 parallel interface, Serial RS232/C 9-pin interface and USB 2.0 interface.
2. Controller Board with a bidirectional IEEE1284 parallel interface and ASCII Ethernet 10/100 BaseT LAN interface.
3. Controller Board with a bidirectional IEEE1284 parallel interface and ASCII-IPDS Ethernet 10/100 BaseT LAN interface.

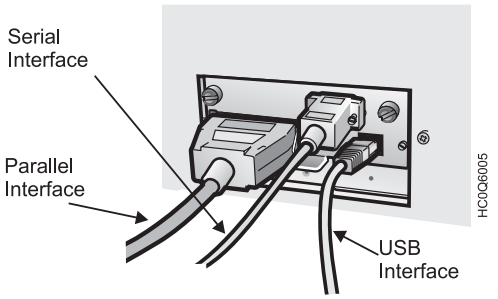
**DANGER**

**Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.**

1. Turn off the printer power.
2. Unplug the printer power cord.
3. Insert the host computer cable(s) into the back of the printer as shown below:




*Controller Board with parallel interface and Ethernet 10/100 LAN interface.*




*Controller Board with parallel interface, Serial interface, and USB interface.*

4. Reconnect the printer power cord.
5. Power on the printer and verify normal operation (see "Turning on the printer" on page 17).

## Software Driver Selection

At this point it is necessary to configure your printer for your application package. The installation procedures depend upon the host environment.

In a WINDOWS environment the printer supports the Plug & Play feature.

## Completing printer setup

Your 4247 Printer is now ready to use with the configuration parameters set to manufacturing defaults. The exception is that you have selected new defaults for display language.

To change printer configuration parameters, see the following section of the *4247 Model Z03 Printer: User's Guide*:

- Chapter 2, "Understanding the operator panel" for information on operating the printer,
- Chapter 3, "Checking and changing configuration parameter values" for configuration information,

## Cleaning the printer

**CAUTION:**
**<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.**

**CAUTION:**
**<2-22> Carefully follow all cleaning instructions, using only the materials and solutions recommended.**

Periodic cleaning will help keep your printer in top condition so that it will always provide optimal performance. Be especially careful not to damage the electronic and mechanical components.

Before you clean the printer:

1. Turn off the printer.
2. Unplug the power cord.
3. Wait at least 15 minutes for the printhead to cool before starting this procedure.

### Cleaning inside of the printer

Every few months, use a soft brush and a vacuum cleaner to remove dust, ribbon lint, and pieces of paper.

1. Remove the ribbon cartridge to prevent the ribbon from going into the vacuum cleaner.
2. Vacuum any dust from around the printhead and in the printer cavity.

**Attention:** Do not allow any staples, paper clips, or small metal pieces to fall inside the printer.

### Cleaning the outside covers

Clean the outside of the printer with a damp cloth and mild soap. Do not use any spray-type or chemical cleaners anywhere on your printer. Do not put any liquids or spray near the air vents. For stubborn ink stains on the cover, use a commercial mechanic's hand cleaner.

Do not use an abrasive cloth, alcohol, paint thinner, or similar agents because they may cause discoloration or scratching.

# Problem solving

## Using status code and problem listings

When a problem with the printer occurs, the printer displays a status code and message. The message on the display identifies the problem and gives a recommended action.

### Status Code and Messages Displays

Find the code listed in numeric order on the following pages and perform the steps to fix the problem. Only codes on which an operator can take action are included.

**Note:** If you get a code that you cannot find in this section, record the code and run the job again. If you get the same code, call for service.

### No Status Code Displays

Scan the "Problem list index" on page 36 and go to the page listed beside the problem. Find your problem in the chart, read down the page to the "Solution" and perform the recommended recovery action. If you still cannot correct the situation, turn off the printer, wait 10 seconds, and turn on the printer. If the problem persists, call for service

## Status codes and recovery actions

| Display Message | Recovery Action |
|---|---|
| **001 END OF FORMS**<br>**LOAD FORMS**<br><br>An end-of-forms condition exists in one of the forms paths. | **Action 1**<br>1. Press **STOP** to silence the alarm.<br>2. Load forms in the appropriate forms path.<br>3. Press **LOAD/EJECT**.<br>4. Press **START**.<br>**Action 2**<br>If the message displays again, verify that the left hand edge of the form is not aligned past the 22nd spacer on the printer cabinet. Adjust the form so that it is further to the left inside the 22nd spacer on the printer base (see "Loading fanfold paper" on page 19).<br>**Action 3**<br>If the message displays again, remove the forms and tune the paper presence sensor. See "Sensor Tune" in "Printer Adjustments" in the *User's Guide*. |
| **002 FORMS JAMMED FRONT**<br>**CLEAR JAM RELOAD FORMS** | 1. Press **STOP** to silence the alarm. The message remains in the display.<br>2. Clear the jammed or torn form. If the paper is difficult to remove from the printhead area, rotate the AFTA wheel (located on the left side under the ribbon cartridge) to a higher number to clear the jam.<br>3. Reload forms onto the tractor.<br>4. Close the top cover.<br>5. Press **LOAD/EJECT** to load forms.<br>6. Press **START** to restart the print job.<br><br>If the message displays again, perform the actions under "Forms buckle, twist, jam, or tractor holes tear" on page 40. |

| Display Message | Recovery Action |
|---|---|
| **003 FORMS EJECTED**<br>**PRESS LOAD** | Auto Restore is set to Disabled and an Eject has moved the form up to the Tear Bar. The printer is waiting. This is most likely to occur during a tear off operation. Tear the forms at the perforation at the Tear Bar. Then a manual Restore must be done by pressing **LOAD/EJECT**.<br><br>If the **Processing** light is blinking, the next job has already been received and is pending. |
| **003 FORMS EJECTED** | Auto Restore is set to Data or Timer and an Eject has moved the form up to the Tear Bar. The printer will restore the form automatically either when the next job is received (Auto Restore = Data) or after a defined time elapses (Auto Restore = Timer). |
| **005 MARGIN ERROR**<br>**ADJ MARGIN/LINE LENGTH** | 1. Press **STOP**.<br>The left margin automatically resets to 10 units (see Chapter 11, "Printer Adjustments" in the *User's Guide*<br>2. Press **START**. |
| **009 INVALID KEY PRESS**<br>**009 INVALID KEY PRESSES**<br>**009 INVALID KEY PRESS**<br>**PRESS STOP FIRST** | 1. Check the operator panel function.<br>2. Reenter the correct operation.<br><br>See "Checking and Changing Configuration Parameter Values" in the *User's Guide*. |
| **014 INVALID FORMS SELECT**<br>**ADD PATH OR PRESS START**<br><br>**014 XXXXXXXX**<br>**ADD PATH OR PRESS START**<br><br>The device requested by the job being sent is not installed in the printer. The above messages alternate at one second intervals where **XXXXXXXX** tells the requested forms device which can be **Front** or **Rear**. | 1. To print the job with the requested paper source:<br>a. Turn off the printer.<br>b. Install the desired forms device.<br>c. Turn on the printer.<br>d. Resubmit the print job.<br>2. To cancel the job now and resubmit the job later with the correct device installed:<br>a. Press **STOP**.<br>b. Press **CANCEL PRINT**.<br>3. To print the job with an available paper source:<br>a. Press **STOP**.<br>b. Press **PARK/PATH**.<br>c. Select an available forms path.<br>d. Press **START**.<br>4. To print the job with the current paper source:<br>a. Press **STOP**.<br>b. Press **START**. |
| **020 FORMS JAMMED REAR**<br>**CLEAR JAM RELOAD FORMS** | 1. Press **STOP** to silence the alarm. The message remains in the display.<br>2. Clear the jammed or torn form. If paper is difficult to remove from the printhead area, note the setting on the AFTA wheel, rotate the AFTA wheel to a higher number to clear the jam, and return the AFTA wheel to the original setting.<br>3. Reload forms onto the tractor.<br>4. Close the top cover.<br>5. Press **LOAD/EJECT** to load forms.<br>6. Press **START** to restart the job.<br>7. If the message displays again, perform the actions under "Forms buckle, twist, jam, or tear." |
| **026 HEX PRINT ACTIVE** | 1. Press **START**.<br><br>All data will print in hexadecimal code until you press **STOP**. |

| Display Message | Recovery Action |
|---|---|
| **050 MACHINE CHECK X Y Z**<br>**SEE USER'S GUIDE**<br><br>**051 MACHINE CHECK X Y Z**<br>**SEE USER'S GUIDE**<br><br>**052 MACHINE CHECK X Y Z**<br>**SEE USER'S GUIDE**<br><br>**053 MACHINE CHECK X Y Z**<br>**SEE USER'S GUIDE**<br><br>**054 MACHINE CHECK**<br>**SEE USER'S GUIDE**<br><br>**055 MACHINE CHECK**<br>**SEE USER'S GUIDE**<br><br>**056 MACHINE CHECK**<br>**SEE USER'S GUIDE**<br><br>An unrecoverable error has occurred. Record the error information X, Y, Z. | 1. Turn off the printer.<br>2. Wait 10 seconds, then turn on the printer.<br>3. If the printer displays this status code again, call for service. |
| **059 CANCEL PRINT ACTIVE**<br><br>This an informational message. The printer displays this message after you press **CANCEL PRINT**. | 1. Press **START** to cancel the current print job or press **CANCEL PRINT** again (before pressing **START**) to return the printer to **READY**. (The print job will not be cancelled.) |
| **068 DATA CLEARED**<br>**PRESS STOP THEN START** | 1. Press **STOP**.<br>2. Press **START**. |
| **070 PRINTER BOARD CHANGE**<br>**VERIFY MENU SETTINGS**<br><br>Configuration and custom sets values may have been lost when the printer board was modified. | 1. Press **STOP**.<br>2. Press **MENU**.<br>3. Verify the configuration values and custom sets. (See “Checking and changing configuration parameter values” and “Custom sets” in the *User's Guide*.)<br>4. Press **START** or **Return** to exit the menu. If the printer displays this status code again, call for service.. |
| **088 INVALID PAPER SOURCE**<br>**USE FRONT OR CHANGE MENU**<br><br>Incorrect Power On Paper Source selected in configuration. Change the configuration to an available paper source. | 1. Press **STOP**.<br>2. See “Configuring the Printer” in the *User's Guide*. |
| **089 RIBBON JAM**<br>**CHECK RIBBON** | 1. Turn off the printer.<br>2. Remove the ribbon cartridge.<br>3. Turn the ribbon advance knob to be sure that the ribbon is advancing correctly. If the ribbon does not advance correctly, replace the ribbon cartridge.<br>4. Reinstall the ribbon (see “Installing the ribbon cartridge” on page 12).<br>5. Turn on the printer.<br>6. If the printer this status code again, call for service. |
| **091 FANFOLD PARK**<br>**TEAR OUTPUT PRESS PARK** | 1. Tear off the forms at the perforation before entry into the printer.<br>2. Press **LOAD/EJECT**. |
| **092 FANFOLD EJECT**<br>**TEAR INPUT PRESS EJECT** | 1. Tear off the forms at the perforation.<br>2. Press **PARK/PATH**. |

| Display Message | Recovery Action |
|---|---|
| **093 EJECT PENDING** | This is an informational message. The printer displays this message after you press **LOAD/EJECT** to eject the forms when Continuous Forms Eject Mode is set to **Delayed Eject** (see "Printer Setup" in the *User's Guide*). The printer displays **003 FORMS EJECTED/PRESS LOAD** after the forms are ejected. |
| **095 OPTION NOT AVAILABLE**<br>**CHANGE PRINT LANGUAGE** | 1. Press **STOP**.<br>2. Change the **Print Language** value in the Configuration Menu category to something other than **OCR-A** or **OCR-B**. |
| **096 NOT READY**<br>**COVER OPEN** | 1. Close the printer top cover.<br>2. Press **START** to make the printer **READY**. |
| **097 FUNCTION DISABLED**<br>**MENU LOCKED**<br><br>This message is displayed when Menu is pressed when the Menu Lock feature is enabled. | Contact your system programmer. |
| **099 FORMS JAMMED**<br>**CLEAR JAM PRESS START**<br><br>The printer has detected paper in one of the paper paths. This often occurs if you press **PARK/PATH** before tearing off the forms. | This detection of unexpected forms was done by one of these paper presence sensors located near the platen:<br>• Front forms path<br>• Rear forms path<br>• If you had just pressed **LOAD/EJECT** or were printing when printing unexpectedly stopped, proceed with ***Corrective Action 1***.<br>• If you had just pressed **PARK/PATH** with the **091 FANFOLD PARK...** message, proceed with ***Corrective Action 2***. |
| **099 FORMS JAMMED**<br>**CLEAR JAM PRESS START**<br><br>The printer has detected paper in one of the paper paths. This often occurs if you press **PARK/PATH** before tearing off the forms. | ***Corrective Action 1***<br><br>An extra form, a torn piece of form, or paper chad is located in the forms path when there should be no paper present. Remove this paper to clear the **099** message.<br>1. Remove the forms from the appropriate tractor.<br>2. Remove any pieces of paper, paper chad, or paper dust with puffs of blown air from the sensors located approximately 3 inches from the left end of the platen. |
| **099 FORMS JAMMED**<br>**CLEAR JAM PRESS START**<br><br>The printer has detected paper in one of the paper paths. This often occurs if you press **PARK/PATH** before tearing off the forms. | ***Corrective Action 2***<br><br>**099** message during a Park operation<br><br>The Park operation, initiated with the **PARK/PATH** key and **091 FANFOLD PARK...** message, requires that any fanfold forms above the tear bar be torn off before confirming the Park operation with a second press of **PARK/PATH**. Failure to tear off forms may result in the **099** message indicating that the forms have has backed up a certain distance but were not detected as being back on the tractor.<br>1. Press **STOP** once. The **099** message will change back to the **091 FANFOLD PARK...** message.<br>2. Press **STOP** a second time. The **099** message remains on the display but the alarm will stop.<br>3. Open the top cover.<br>4. Tear off at any form perforation above the carriage or printhead.<br>5. Close the top cover.<br>6. Press **PARK/PATH** once. The park operation will restart. If the **099** message returns, the forms have been backed up a certain distance but the printer again did not detect that the forms are back on the tractor. Repeat the steps for ***Corrective Action 2***. If the path has been successfully cleared, the forms will be parked. |

| Display Message | Recovery Action |
| --- | --- |
| **220 SERIAL DSR ERROR**<br>**SEE USER'S GUIDE**<br><br>A remote connection serial interface error occurred. | 1. Turn off the printer.<br>2. Ensure the interface cable is connected to the printer and to the modem.<br>3. Ensure the serial configuration parameters are set correctly (see "Parallel, Serial, and USB Configuration" in the *User's Guide*).<br>4. Turn on the printer. |
| **221 SERIAL OVERFLOW**<br>**SEE USER'S GUIDE**<br><br>A serial input buffer overflow error was detected. (Data has been lost.) | 1. Press **STOP** to clear the message.<br>2. Compare the **SERIAL PACING PROTOCOL** value that is set in the printer to the pacing protocol of the host system (see "Serial interface pacing protocol" in the *User's Guide*).<br>3. Restart the print job |

## Problem list index


1. **Forms problems index**
   - "Forms buckle, twist, jam, or tractor holes tear" on page 37
   - "Forms do not feed past printhead" on page 37
   - "Forms do not stack correctly" on page 37
   - "Characters are off registration" on page 37
2. **Print quality and ribbon problems index**
   - "Unreadable characters" on page 38
   - "Missing dots or irregular characters" on page 38
   - "Ribbon smudging forms" on page 38
   - "Printing is too light or partial characters print" on page 38
   - "Ribbon snagging, tearing, or not moving" on page 38
   - "Line-to-line horizontal misregistration" on page 39
3. **Configuration problems index**
   - "Printer doesn't print or prints wrong characters" on page 39
4. **Miscellaneous problems index**
   - "Printer has no power" on page 39
   - "Throughput of printer at half speed" on page 39

## 1. Forms problems index

*Table 1. Forms buckle, twist, jam, or tractor holes tear*

| Problem | Page |
|---|---|
| Right tractor adjusted incorrectly | 40 |
| Printer is not at edge of the table | 40 |
| Forms supply too high | 40 |
| Forms supply not aligned with printer | 40 |
| Forms catching on carton edge. | 40 |
| Ribbon twisted or folded | 40 |
| Form contains excessive moisture | 40 |
| Forms seem defective | 40 |

*Table 2. Forms do not feed past printhead*

| Problem | Page |
|---|---|
| Change AFTA setting | 40 |
| Ribbon twisted or folded | 40 |
| Using thick, multi-part forms | 40 |

*Table 3. Forms do not stack correctly*

| Problem | Page |
|---|---|
| Forms do not stack correctly (table) | 41 |
| Forms do not stack correctly (rack) | 41 |
| The forms do not meet specifications. | 41 |
| Forms contain excessive moisture | 41 |
| Forms too dry | 41 |

*Table 4. Characters off registration*

| Problem | Page |
|---|---|
| First print position is adjusted incorrectly | 41 |

## 2. Print quality and ribbon problems index

*Table 5. Unreadable characters*

| Problem | Page |
|---|---|
| Ribbon dry or worn | 41 |
| AFTA setting needs decreasing | 41 |
| Poor-quality multiple-part forms | 41 |
| Bidirectional adjustment needs to be made | 41 |
| Forms thickness exceeds forms specifications. | 41 |

*Table 6. Missing dots or irregular characters*

| Problem | Page |
|---|---|
| Ribbon worn | 42 |
| Ribbon twisted or folded | 42 |
| AFTA setting needs to be changed | 42 |

*Table 7. Ribbon smudging forms*

| Problem | Page |
|---|---|
| Ribbon twisted or folded | 42 |
| AFTA setting needs to be increased | 42 |
| Ribbon cartridge defective | 42 |
| Ribbon over inked | 42 |

*Table 8. Printing is too light or partial characters print*

| Problem | Page |
|---|---|
| AFTA setting needs to be changed | 42 |
| Ribbon guide not correct | 42 |

*Table 9. Ribbon snagging, tearing, or not moving*

| Problem | Page |
|---|---|
| Ribbon worn | 42 |
| Ribbon cartridge not properly installed | 42 |

*Table 10. Line-to-line horizontal misregistration*

| Problem | Page |
|---|---|
| Dot registration not aligned | 42 |

## 3. Configuration problems index

*Table 11. Printer doesn't print or prints wrong characters*

| Problem | Page |
|---|---|
| Printer doesn't print or prints wrong characters | 43 |

## 4. Miscellaneous problems index

*Table 12. Printer has no power*

| Problem | Page |
|---|---|
| Power cord not connected | 43 |

*Table 13. Throughput of printer at half speed*

| Problem | Page |
|---|---|
| Quiet Print function is set on | 43 |

## Forms problems

Causes are listed for each problem in order of priority.

**Problem: Forms buckle, twist, jam, or tractor holes tear**

**1:** The right tractor is adjusted incorrectly.
**Solution:** Move the right tractor to obtain proper forms tension. The tractor pins should be in the center of the tractor holes.

**2:** The printer is not at the edge of the table.
**Solution:** Move the printer to the front edge of the table if having problems with front forms path or move the printer to the rear edge of the table if having problems with the rear forms path.

**3:** The forms supply is not below the level of the printer.
**Solution:** Move the forms supply to the floor or on a shelf below the level of the printer.

**4:** The forms supply is not aligned with the printer.
**Solution:** Reposition the forms supply so that the forms feed evenly.

**5:** The forms are catching on the carton edge.
**Solution:** Remove the uneven carton edges, or remove the forms from the carton.

**Note:** As the forms reach the bottom of the box, this problem can occur more often.

**6:** The ribbon is twisted or folded.
**Solution:** Check the ribbon for folds or twists.

**7:** The forms contain excessive moisture.
**Solution:** Store the forms in a cool, dry place before using them, or store the forms in the printer area for 24 hours.

**8:** The forms are defective or do not meet specifications.
**Solution:** Try unloading the forms and then reloading forms. Forms should meet the requirements specified under "Supplies, optional features, and maintenance" in the *User's Guide*.

**Problem: Forms do not feed past printhead**

**1:** The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be changed.
**Solution:** See the procedure for adjusting the forms thickness setting through the operator panel under "Printer adjustments" in the *User's Guide*.

**2:** The ribbon is twisting or folding.
**Solution:** Replace the ribbon.

**3:** You are using thick multiple-part forms.
**Solution:** See the procedure for setting perforation safety to *Enabled* through the operator panel (see "Printer setup in the configuration menu" in the *User's Guide*).

**Problem: Forms do not stack correctly**

**1:** The forms do not stack correctly on the table behind the printer.
**Solution:** Use the recommended table size (see "Printer specifications" in the *User's Guide*).

**Note:** Up to 101.6 mm (4 in.) of forms may stack on the table behind the printer without decreasing the ability of the forms to stack correctly.

**2:** The forms do not stack correctly in the output rack on the table.
**Solution:** Check for obstructions to the forms path (cables, cords, or other items). If you find an obstruction, remove or relocate it.

**3:** The forms do not meet specifications.
**Solution:** The forms may be outside nominal specifications (see "Supplies, optional features, and maintenance" in the *User's Guide*).

**4:** The forms contain excessive moisture.
**Solution:** Store the forms in a cool, dry place before using them or leave in the printer for 24 hours.

**Note:** Forms stack best when the forms are 203.2 to 304.8 mm (8 to 12 in.) long. If the forms length is outside this range, operator assistance may be needed.

**5:** Forms are too dry.
**Solution:** Condition the forms for 24 hours or more at the manufacturer recommended temperature and humidity settings.

**Problem: Characters are off registration**

**1:** The first print position is adjusted incorrectly.
**Solution:** Check your settings for the left margin, tear position, and the paper load position (see "Forms specifications" in the *User's Guide*).

## Print quality and ribbon problems

**Problem: Unreadable characters**

**1:** The ribbon is dry or worn.
**Solution:** Check the ribbon and replace it if it is dry or worn.

**2:** The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be decreased. Paper must be loaded for this adjustment to be effective.
**Solution:** See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer Adjustments" in the *User's Guide*).

**3:** Poor-quality multiple-part forms.
**Solution:** Try new forms (Fast Draft)

**4:** Bidirectional adjustment needs to be made.
**Solution:** See the procedure for setting the bidirectional adjustment (see "Using operator print test" in the *User's Guide*).

**5:** Forms thickness exceeds forms specifications.
**Solution:** Use forms that meet the specifications (see "Forms specifications" in the *User's Guide*).

**Problem: Missing dots or irregular characters**

**1:** The ribbon is worn.
**Solution:** Check the ribbon for wear; replace it if necessary.

**2:** The ribbon is twisted or folded.
**Solution:** Straighten the ribbon.

**3:** The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be changed. Paper must be loaded for this adjustment to be effective.
**Solution:** See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

**Problem: Ribbon smudging forms**

**1:** The ribbon is twisted or folded.
**Solution:** Try moving the printhead back and forth while turning the ribbon advance knob. If the ribbon advance knob does not turn, replace the ribbon.

**2:** The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be increased. Paper must be loaded for this adjustment to be effective.
**Solution:** See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

**3:** The ribbon cartridge is defective.
**Solution:** Replace the ribbon cartridge.

**4:** A new ribbon is over-inked.
**Solution:** Replace the ribbon.

**Problem: Printing is too light or partial characters print**

**1:** The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be changed. Do not attempt to manually move the AFTA wheel. Paper must be loaded for this adjustment to be effective.
**Solution:** See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

**2:** The ribbon guide is seated incorrectly or the white snap arm is not snapped into place.
**Solution:** Remove the ribbon and reinstall it.

**Problem: Ribbon snagging, tearing, or not moving**

**1:** The ribbon is worn.
**Solution:** Replace the ribbon cartridge.

**2:** The ribbon cartridge is not properly installed.
**Solution:** Remove and then reinstall the same ribbon.

**Problem: Line-to-line horizontal misregistration**

**1:** The dot registration of the characters printed is not aligned.
**Solution:** See "Printer adjustments" in the *User's Guide*.

### Configuration problems

**Problem: Printer doesn't print or prints wrong characters**

**1:** Nothing is printed or the wrong characters print.
**Solution:**

- Ensure the printer cable is attached to the host.
- Check the configuration menu parameter values for your printer attachment (see "Parallel, serial, and USB configuration" in the *User's Guide*).

### Miscellaneous problems

**Problem: Printer has no power**

**1:** The power cord is not connected.
**Solution:** Ensure the power cord is plug into the back of the printer and also into the wall outlet.

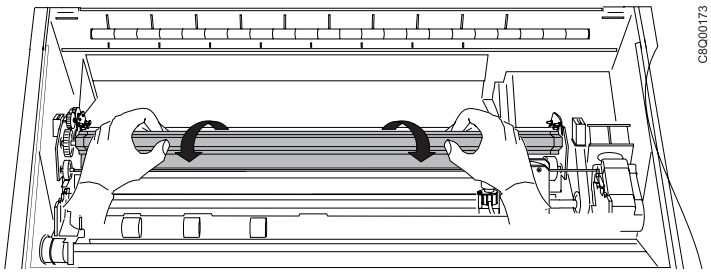
**Problem: Throughput of printer at half speed**

**2:** The Quiet Print function is set on.
**Solution:** Ensure the "Quiet Print" function in the Printer Configuration menu is disabled.

## Clearing Forms Jams

Use the following procedure to clear forms jams from the printer.

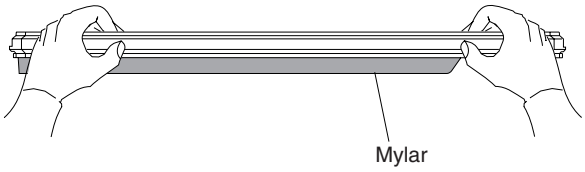
1. Open the top cover.
2. Tear off the forms at perforations before it enters the printer and after it exits the printer.
3. Open the tractor doors and remove forms from the tractors.
4. Try to move the printhead off of the form and to the far right. **Do not force it.**
5. Remove jammed forms by pulling in the direction of printing.
6. If the jam cannot be removed, lightly pull the form in the opposite direction.
7. If the jam still cannot be removed, remove the paper bail assembly:
   a. Remove the ribbon cartridge.
   b. Grip the bail assembly as shown in the following illustration. Rotate it toward the front of the printer until the pivot posts on the sides disengage from the printer frame.



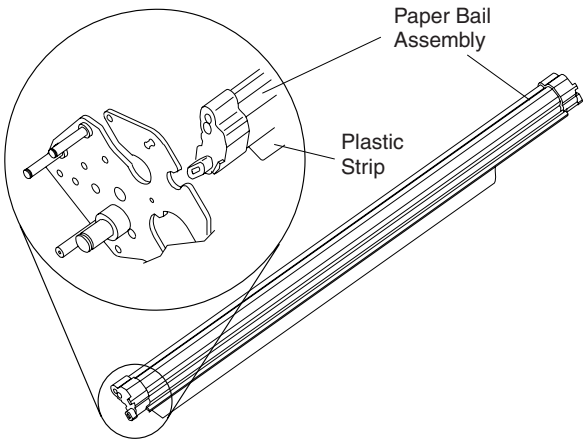

   c. Lift the bail assembly out of the printer and set it aside.
   d. Remove jammed forms by pulling in the direction of printing.

8. If you removed the paper bail assembly in the previous step, reinstall it, as follows:
   a. Grip the bail assembly as shown in the following illustration.

> **Important!**
> To avoid damaging the plastic, ensure the plastic points down.



b. Insert the left and right paper bail end cap pivots into the side frames.




c. Rotate the paper bail assembly toward the back of the printer, closing it as far as it will go.
d. Reinstall the ribbon cartridge.

9. Reload the forms.

## Options

| Option | Description |
|---|---|
| Printer Stand | There are two printer stand options:<br>• Enclosed paper-shelf cabinet printer stand<br>• Open paper-shelf printer stand |
| Second forms tractor | An optional second tractor can be installed. In this way it is possible to handle two different types of fanfold paper simultaneously with the printer. |
| Controller Board | There are three Controller Board options:<br>1. Allows a host connection to parallel, serial, and USB 2.0 interfaces.<br>2. Allows a host connection to parallel and ASCII Ethernet 10/100 BaseT LAN interfaces.<br>3. Allows a host connection to parallel and ASCII-IPDS Ethernet 10/100 BaseT LAN interfaces |

# Notices

Thanks for choosing the 4247 printer.
Your printer is a reliable working equipment that will be very useful in your daily job.
Our printers have been designed to be compact and respectful of the work environment. They offer a wide range of features and multiple functions that confirm the high technological level reached by the printers with Compuprint brand.
To maintain these printing performances unchanged in the long run, Compuprint has developed specific consumables for each printer type that assure an excellent operation with high printing quality level reliability.
Compuprint srl recommends to use only its original consumables with original packaging (identified by its holographic label).
In this way, a proper use of the printer at quality level stated in the product characteristics can be assured.
All typical usage problems related to not certified consumables may be avoided, such as an overall quality print level degradation and, often, the reduction of the product life due to the fact that the proper working conditions for the print heads and other printer parts are not assured.
Moreover, Compuprint does not only certify its consumables in terms of working conditions but also carefully controls their compliance with the international standard rules concerning:

- no cancerous materials;
- no flammability of the plastic materials;
- other standards

Compuprint advises the customers not to use products for which the compliance to this safety rules are not warranted. Finally seek your dealer or contact a Compuprint office and be sure that are provided you the original consumables.

## FFC Notes

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.
This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Compuprint is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## European Union (EU) Conformity Statement

Compuprint srl declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2006/95/EC, 2004/108/EC.
Per the applicable requirements of EU directive 98/37/EC ("machines") sound pressure of the above product (measured according to EN27779) does not exceed 70dBA.
This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to European standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication devices. Important This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
Properly shielded and grounded cables and connectors must be used in order to reduce the potential for causing
interference to radio and TV communications and to other electrical or electronic equipment.
Compuprint srl cannot accept responsibility for any interference caused by using other than recommended cables and connectors.

## Industry Canada Compliance Statement

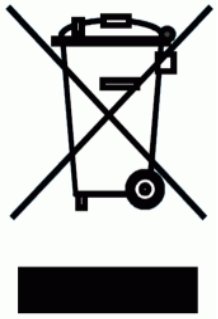
This Class A digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe A est conform à la norme NMB-003 du Canada.

## Statement for CISPR 22 Edition 2 Compliance

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## User Information according to European Directive 2002/95/EC and 2003/108/EC

This unit must be recycled or discarded according to applicable local and national regulations.



The symbol shown on the left, applied to the product or on its packing, indicates that, at end of life, the product is not to be thrown away, or disposed as unsorted municipal waste, but separately collected.

Compuprint srl encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed.

Customer that needs to dispose this equipment must contact the produce and follow the collection framework available locally for the return, recycling and recovery of WEEE.

Customer participation to the separate collection is important to minimize any potential effects on the environment and human health, due to the potential presence of hazardous substances in the equipment, and aids the reuse and recycle of the materials by which the equipment is made.

Uncorrect disposal of the product by the customer will be punished according to the local regulations and Laws.

MAN10294.00.00

Printed in Italy